

SUPPLEMENTAL JOB DESCRIPTION

Classification: FAMILY SERVICES SPECIALIST TRAINEE

Function Code: 4310-045

Position Title: Family Services Specialist Trainee

Date Established: 8/15/88

Position Number: 41031

Date of Last Amendment: 01/03/05

SCOPE OF WORK: Determines and recommends for supervisory approval, eligibility for the Division of Family Services programs within the Department of Health and Human Services. Maintains contact with recipients to assess individual changes during certification periods to ensure a transition to self-sufficiency.

ACCOUNTABILITIES:

- Interviews clients to determine need, review options, and obtain pertinent information, utilizing an investigative interactive interviewing process.
- Contacts collateral sources to verify and evaluate information.
- Documents case file and updates automated eligibility system to ensure timeliness and accuracy of eligibility information.
- Advises an applicant or recipient of education, employment, and vocational rehabilitation opportunities to refer them for testing, counseling or placement.
- Applies complex and changing federal and state policy to ensure consistent and accurate application rules and regulations.
- Analyzes information to certify eligibility and ensure accurate benefit determination.
- Coordinates services with other agencies in order to provide completeness and continuity of services.
- Reviews case circumstances and correspondence to update information and authorize changes.
- Performs complicated and problematic transactions on multiple, complex computer systems.

MINIMUM QUALIFICATIONS:

Education: Associate's degree or two years of education at a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: One year of experience requiring customer service, explaining rules and regulations, interviewing, claims examination or similar audit and verification activities, or implementing technical instructions. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Melody Braley, Administrator III, #12270

Reviewer's Signature

Date Reviewed

I have reviewed the content of the above job description with my supervisor.

Employee's Signature

Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #: Elizabeth Robbins, Supervisor IV, #12560

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved

SUPPLEMENTAL JOB DESCRIPTION

Classification: FAMILY SERVICES SPECIALIST I

Function Code: 4311-045

Position Title: Family Services Specialist I

Date Established: 8/15/88

Position Number: 41031

Date of Last Amendment: 01/03/05

SCOPE OF WORK: Determines and certifies eligibility for the Division of Family Services programs within the Department of Health and Human Services. Maintains contact with recipients to assess individual changes during certification periods to ensure a transition to self-sufficiency.

ACCOUNTABILITIES:

- Interviews clients to determine need, review options, and obtain pertinent information, utilizing an investigative interactive interviewing process.
- Documents case file and updates automated eligibility system to ensure timeliness and accuracy of eligibility information.
- Analyzes complex client information to determine appropriate community and/or professional service referrals.
- Applies complex and changing federal and state policy to ensure consistent and accurate application rules and regulations.
- Coordinates services with other agencies in order to provide completeness and continuity of services.
- Reviews case circumstances and correspondence to update information and authorize changes.
- Works one-on-one with Family Services Specialist Trainees to review workload priorities, to review case processing, and to answer case processing questions.
- Attends and prepares necessary documentation for Fair Hearings and, on an as-needed basis, assists trainees with the Fair Hearing process.
- Responsible for processing of complex multi-program cases, and complex case activities, without supervisory approval, including the Medicaid In and Out Program and Temporary Assistance for Needy Families Unemployed Parent Program.
- Identification, reporting and/or resolution of problems, whether computer system or processing, for case eligibility and benefit amount determinations.
- Performs complicated and problematic transactions on multiple, complex computer systems.

MINIMUM QUALIFICATIONS:

Education: Associate's degree or two years of education at a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience requiring customer service, explaining rules and regulations, interviewing, claims examination or similar audit and verification activities, or implementing technical instructions, one year of which shall have been as a Family Services Specialist Trainee. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS:

To be considered for Family Services Specialist I level, must demonstrate proficiency in all program areas by attaining a minimum grade of 70% in a written policy and procedures examination; by attaining a 70% accuracy rate in case reviews; by passing an interview evaluation; by a satisfactory performance evaluation and upon recommendation of the Administrative Supervisor.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Melody Braley, Administrator III, #12270

Reviewer's Signature

Date Reviewed

I have reviewed the content of the above job description with my supervisor.

Employee's Signature

Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #: Elizabeth Robbins, Supervisor IV, #12560

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved